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20. ABSTRACT (Continue on reverse side if necessary and identify by block number)

This study compares the contribution of several socialization practices and activities typically available to help new employees become satisfied and committed organizational members. Results showed that socialization aids are not only differentially available and/or helpful but that their impact on subsequent job satisfaction, commitment and tenure intention varies.

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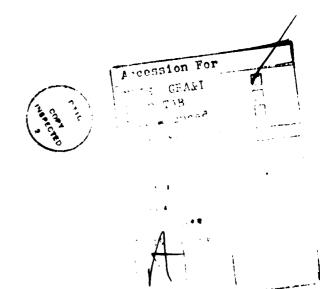
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# SOCIALIZATION PRACTICES, JOB SATISFACTION AND COMMITMENT

Meryl R. Louis Naval Postgraduate School Monterey, California

Barry Z. Posner
Management Department
University of Santa Clara
Santa Clara, California 95053

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# SOCIALIZATION PRACTICES, JOB SATISFACTION AND COMMITMENT

# Abstract

This study compares the contribution of several socialization practices and activities typically available to help new employees become satisfied and committed organizational members. Results showed that socialization aids are not only differentially available and/or helpful but that their impact on subsequent job satisfaction, commitment and tenure intention varies.

CONTRACTOR STANDARDS

# SOCIALIZATION PRACTICES,

#### JOB SATISFACTION AND COMMITMENT

The socialization process in an organization has a major influence on individual, and consequently group and organizational, performance. Regardless of whether it is consciously or unconsciously planned and managed, socialization provides newcomers with considerable role-related and job-relevant learnings. It is the process of what Schein (1968) referred to a "learning the ropes". While few would deny these suppositions, controversy remains about the specific relationship between socialization activities and performance criteria. The more basic question is: "What makes for an effective organizational entry practice? Neither researchers nor practitioners have directly addressed this issue.

Van Maanen (Van Maanen, 1978) identified seven dimensions with which to characterize socialization or entry practices. From those dimensions and earlier work by Schein (1971) on types of newcomers' role responses (e.g. custodianship, role innovation), he developed a set of propositions linking characteristics of socialization practices to newcomers' responses in their jobs. These propositions were derived from examining the research literature and from examples of entry practices as they are manifested in organizations today. Little empirical verifications of these relationships has followed.

Louis (1980a) has argued that why and how some entry practices work, if in fact they do, can only be understood in light of the context of the newcomer's entry experience. Her model described typical features of an entry experience and the sense-making processes by which newcomers cope with their early job experiences. The model proposed that the entry experience is one in which newcomers are learning a culture. Newcomers must assimilate the unofficial

On the practitioner side, organizations spend a great deal of time and money to orient newly hired employees. There are substantial direct costs of indoctrination programs and indirect costs of having employees working below capacity while they learn the job and adjust to new surroundings. For example, it has been estimated that the payback period for professional staff members averages about 18 months. The payback period can be defined as the time at which the aggregate financial and other costs attendant to the hiring, orientation and adaptation of new employees have been recouped through the employee's contribution to organizational productivity. By definition, then, reduction of the payback period can be achieved by facilitating the adjustment of the new employee in the organization.

The study reported here represents an effort to compare alternative socialization (entry) practices and to determine their impact on subsequent employee performance attitudes. The first issue is largely descriptive and is an attempt to know more about which socialization practices are most readily available (or offered) to newcomers and, of these, which are perceived as being most helpful to "learning the ropes". The lack of such information does makes the development of specific hypotheses somewhat tentative. Nonetheless, following the early work of Van Maanen (1978; Van Maanen & Schein, 1979) and Louis (1980a, 1980b) it seems reasonable to test the hypothesis that socialization practices will affect subsequent employee job satisfaction, commitment, and tenure intention.

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#### METHOD

## <u>Sample</u>

The sample consisted of 148 college graduates (business majors) from a private West Coast university. They were surveyed by mail and reported on their experiences in entering full-time career-related jobs approximately 6-10 months into their positions. All responses were voluntary and confidential. Questionnaires were returned by 103 respondents (along with 15 undeliverable surveys). Complete and usable questionnaires (that is, people working by their own admission, in "full-time career-related positions") were available from 91 respondents, for an effective response rate of 69 percent. The typical respondent was 23-25 years old and this was their first full-time (non-summer) employment experience. There were 61 men and 30 women in the sample.

#### Measures

A list of potential socialization aids was developed that would encompass a wide range of activities in which a newcomer might engage and which could potentially contribute to their acculturation. The list was intended to provide a practical application of Van Maanen's (1978) earlier conceptual framework, and was also used by Louis (1980b). A panel of personnel managers, college placement officials, and recent hires reviewed the list for completeness and representativeness. The items presented were: Formal onsite orientation sessions, offsite residential training sessions, other new recruits (employees), a buddy relationship with a more senior coworker, mentor and/or sponsor relationship, your first supervisor, secretary or other support staff, daily interactions with peers while working, social/recreational activities with people from work, committees at work, business trips with others from work, company newsletter, and commuting (e.g., carpool, train, etc.).

Individuals were asked to indicate for each item whether it had been available to them in making the transition into the organization that they had entered after graduation. They were then asked to indicate, on a five-point scale (ranging from "not at all" to "a great deal"), the extent to which each of the items available to them helped them and contributed to their "learning the ropes" in their organization. Responses were used to indicate the perceived contribution of each socialization aid.

Three dependent variables were assessed: job satisfaction, commitment, and tenure intention. Two measures of job satisfaction were obtained following O'Reilly and Caldwell (1980). Respondents indicated how satisfied they were overall with their job and the extent to which they would prefer another, more ideal job. These two items were combined to form a job satisfaction index (coefficient alpha = .88). Commitment was measured using six questions from the Porter, Steers, Mowday, and Boulian (1974) index. Respondents indicated, using 7-point Likert scales, whether they agreed or disagreed with statements assessing perceptions of loyalty to the company, willingness to work hard to achieve organizational goals, and acceptance of organizational values (coefficient alpha = .84). Tenure intention was assessed using the two-item measure provided by O'Reilly and Caldwell (1980). Respondents indicated, on a 5-point scale, the liklihood of working for the organization in 3 years (Kraut, 1975), and estimated, on a 7-point scale ranging from less than 1 year to more than 10 years, how long they planned to remain with the organization. These two items were combined to form an index of tenure intention (coefficient alpha 91). O'Reilly and Caldwell also referred to this as a measure of <u>behavioral</u> commitment.

#### RESULTS

Means and standard deviations for the helpfulness of each socialization aid are presented in Table 1. Also shown are the percentage of respondents reporting that the particular socialization aid was available.

## Insert Table 1 About Here

As Table 1 documents the three most important socialization aids were interaction with peers, senior coworkers, and one's supervisor. Peers and supervisors were the two most available aids for organizational newcomers. "Buddy" relationships with senior coworkers were available to slightly more than half of the respondents. Other new recruits also seemed to play an important role in helping newcomers become acclimated.

Onsite orientation sessions were reported by about one in every four as being available, and were viewed as moderately helpful in learning the ropes. Offsite residential sessions were available to just about half of the newcomers but were reported to contribute relatively little assistance in learning the ropes. Secretary or clerical support staff personnel appeared to make a substantial contribution, although this source of assistance was mentioned by only 2 of every 5 newcomers. Mentors were also not readily available, but when they were mentioned newcomers felt they provided important socialization assistance. Social and recreational activities with people from work was mentioned by a majority of scomers as available and of moderate assistance. The remaining potential aids such as business trips, committees at work, commuting, and a company newsletter were reported to have been infrequently available to newcomers, and of negligible acculturation assistance.

Table 1
Contribution of Socialization Aids to Acculturation

	x	S.D.	z <sup>a</sup>	
Peers	4.38	. 68	84	
Senior Coworkers	3.77	1.25	54	
Superiors	3.69	1.34	78	
Secretary	3.63	1.26	40	
New Recruits	3.35	1.38	58	
Onsite Sessions	3.26	1.42	26	
Mentor	3.23	1.39	32	
Social Activities	3.04	1.28	53	
Business Trips	2.91	1.42	26	
Offsite Sessions	2.69	1.55	48	
Company Newsletter	2.35	1.35	36	
Committees	2.08	1.12	12	
Commiting	1.87	1.25	16	

Percentage of respondents indicating socialization aid was available.

Correlations were computed between each socialization aid and job satisfaction, commitment, and tenure intention. This analysis, reported in Table 2, identifies significant relationships between the contribution to acculturation of each aid and newcomers' responses to the job. It should be remembered that these outcome measures were obtained after 8-10 months on-the-job and in most cases were probably independent of the respondent's affective feelings about each socialization aid.

# Insert Table 2 About Here

Job satisfaction was significantly correlated with senior coworkers, supervisor, offsite sessions, and business trips. Commitment was significantly correlated with six socialization aids: peers, senior coworkers, supervisor, onsite sessions, offsite sessions, and business trips. Tenure intention was correlated with peers, supervisor, offsite oreientation sessions, and business trips.

Mentors were not significantly correlated with job satisfaction, commitment, or tenure intention. In addition, secretary, other new recruits, social activities, comunicating, committees, and the company newsletter were not significantly correlated with any of the three measures of newcomers' reactions to the job. Interestingly, often negative correlations (although not statistically significant) were found when newcomers reported these particular socialization aids helpful in learning the ropes.

#### DISCUSSION

The study sought to determine: (1) what kinds of socialization aids (practices, experiences, people) were available to organizational newcomers,

Table 2

Correlations Between Socialization Aids, Job Satisfaction,
Commitment, and Tenure Intention

	Job Satisfaction	Commitment	Tenure Intention
	• • • • • • • • • • • • • • • • • • • •	X = 4.93 S.D. = 1.11 $\approx = .84$	S.D. = 1.39
Peers	.10	.23*	.22*
Senior Coworkers	•37**	.48***	.19
Supervisor	•28**	.38***	.29**
Secretary	25	02	07
New Recruits	.07	.08	.01
Onsite Sessions	.05	.42***	.15
Mentor	.24	.11	. 64
Social Activities	.22	.22	.22
Offsite Sessions	.54***	.42***	.40**
Business Trips	•51***	.44**	.48***
Commuting	. Ø8	03	17
Committees	.02	23	15
Company Newsletter	10	-19	07

Note: N's vary for each socialization category.

<sup>\*</sup>p < .05
\*\*p < .01
\*\*\*p < .001

(2) to what extent these various aids contributed in helping the newcomer become acculturated, and (3) how certain socialization aids were associated with subsequent newcomer work attitudes (i.e., job satisfaction, commitment and tenure intention). A number of interesting conceptual and pragmatic suggestions emerge from the findings of this study.

The level of contribution to acculturation of "daily interactions with peers while working" (Peers) was highest of all aids, the variance was lowest (indicating respondent consensus), it was available to more respondents than any other aid, and was significantly correlated with commitment and tenure intention. Such interactions contribute towards people staying even if their job may not be particularly satisfying.

This finding seems consistent with conceptual models of socialization which postulate the importance of "accommodation" and "sense-making" in which the newcomer learns what the organization is truly like (Louis, 1980a; Feldman, 1976). That this socialization aid should play so prominent a role is testimony to the impact of day-to-day events and interactions which affect individuals' feeling of comfort and competency. This aid may also tap newcomer's feelings of being accepted by their relevant reference group. This occurs, of course, as the newcomer learns and adopts the group's norms (Homans, 1960). Unfortunately, despite its importance, it is unclear to what extent organizations are consciously involving the "peers" of newcomers in their socialization efforts. Similar arguments might also be made in regards to "a buddy relationship with a more senior coworker" as an aid to effective socialization and positive newcomer attachments to the job and organization.

There has been considerable emphasis on the impact of the first supervisor on the new employee's job performance and overall adaptation to the organization (Berlew & Hall, 1966; Kotter, 1973). Consequently it is not too

surprising to find the supervisor to be a major contributor to acculturation. He/she is generally quite available and helpful. These factors contribute in turn to significant correlations between the supervisor's contribution and subsequent job satisfaction, commitment and tenure intention.

The importance of mentors or sponsors in an individual's career has also received considerable attention (Clawson, 1980); although the data provide minor or mixed support for such an assertion. For example, the availability of mentors was not particularly great, although when available their contribution was highly valued. The role played by the mentor in subsequent newcomer reactions to the job/organization was negligible. It is possible that the impact of having a mentor takes more time to show either attitudinal or behavioral (e.g., promotion) consequences. It is more likely that mentors may wait until the newcomer has had sufficient time to demonstrate his or her savvy (for instance, by learning the ropes on their own) before initiating or responding to sponsorship or protege relationship interactions.

Generally the most formal and planned socialization aids used by organizations are the various onsite orientation sessions and offsite residential training sessions. The impact of these efforts are somewhat ambiguous. Relatively few (26%) participated in formal onsite sessions, although this is probably due to the white-collar or professional nature of their positions. Consider the fact that almost 50 percent participated in residential offsite orientation sessions. Participation in offsite sessions was clearly associated with positive newcomer reactions even if they also felt these sessions to contribute little to socialization per se. Possibly, however, this effect on attitudes is due to the symbolic and ceremonial nature of these events. Selection may signal that this participant has been noticed, "cut the mustard", "paid his (her) dues", and is "on the team" (Rosenthal &

Mezoff, 1980). Many of these same messages may be transmitted in onsite sessions (Gomersall & Myers, 1966) as it seems that for some newcomers commitment was associated with this socialization aid. It should be noted that there is considerable variance among respondents, however, in regards to the helpfulness of offsite and onsite sessions. It is no doubt important to know more about the content and process of these aids before making more specific organizational recommendations.

Overall, the findings underscore the critical importance of people (versus activities) in helping newcomers become acculturated. Having other people to watch, listen to and talk with on the job appears to be most helpful in aiding new employees as they learn the ropes. In particular it seems that insiders are more helpful than outsiders in this process. It also seems that socialization aids which are more informal and arise in response to newcomers' concerns may be more useful than those which occur in advance or in anticipation of newcomers concerns. These findings lend tentative support to hypothesis proposed by Louis (1980a) that effective socialization (sense-making) practices involve primarily insiders and in-response experiences. Accordingly how organizations and individuals can encourage and support functional interactions between newcomers and significant insiders (e.g., peers, senior coworkers) and facilitate less formal and standardized experiences is a key area for future study.

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